

## **PRESCRIPTION DOCUMENTS**

Along with your prescription you will receive a refill or renewal order form, some information about your medicine, and a mailing label.

- For mail-in refills, simply place the refill slips in an envelope, affix the mailing label and a stamp and drop in the mail. Please mail them at least 15 days before you will run out of medication to allow adequate time for processing. Your medications will arrive to you by mail 2-3 days before you run out.
- If you are ever within 3 calendar days of running out of medicine and you have requested your medicines on time, please contact the pharmacy.
- If there are further refills authorized, a new refill slip will be enclosed with your packaged medications.
- If any of your refill requests cannot be furnished, you will be sent a letter of explanation.

## **WE ARE HERE TO SERVE YOU!**

If you have any further questions or problems, you may contact our Outpatient Pharmacy Section by calling one of these telephone numbers:

(352) 374-6105

(800) 349-9457

One of our employees will be glad to be of service.

Your comments are always of interest to our staff. If you wish to write please send your remarks to:

Chief, Pharmacy Service (119)

VA Medical Center

1601 S.W. Archer Rd.

Gainesville, FL 32608-1197



1601 S.W. Archer Road  
Gainesville, FL 32608-1197  
(352) 376-1611

<http://www.visn8.med.va.gov/nfsg>

## **Patient Education**

April 2006

# Patients' Guide to Pharmacy Service



## **Pharmacy Service**

## PATIENT'S GUIDE TO PHARMACY SERVICE

- a. Your prescription (s) can be turned in by your provider electronically or given to you on paper to give to a pharmacist.
- b. If you have a paper prescription, please take a number and wait to be called to have your prescription(s) processed at the computer terminals by a pharmacist. This is your chance to ask any questions about your therapy and/or solve any problems that you may have with your medicine. The pharmacist will then give you a prescription pick-up slip so that you may get your prescription(s) when they are ready. If you wish to have your prescription(s) mailed, and you can wait 7-10 days to receive them, drop them off in the prescription mailbox in the Pharmacy Lobby.
- c. If your prescriptions were turned in electronically by your provider for pick up, you just need to wait for your name to display on the TV monitors.
- d. Pick up your prescription(s) at the "Pick-Up Window" when your name displays on the TV monitor. The TV monitors are located in the visitor's lobby, the Primary Care Clinic Waiting Area, and in the Canteen (cafeteria). A pharmacist will be available for questions.

If prescription(s) are not picked up by the end of 2 working days, they will be mailed to the most current address on file.

## PHARMACY HOURS:

For new prescription processing pickup:

Monday – Friday

8:30 AM-8:00PM

Saturday & Sunday

8:00 AM-6:00 PM

Holidays



9:30 AM-6:00 PM



\*Note: Refill requests are never processed to be picked up. These requests must be processed for mailing.



Our toll free telephone line (1-800-349-9457) is now automated for your convenience. You can call to request refills and inquire on the status of current prescriptions.

## REFILLS

- a. Your Gainesville VA physician must authorize the number of refills on your prescription(s).
- b. Refills must be requested by:
  - using the automated telephone system, 
  - mailing your refill request forms that were packaged with your original prescriptions, 

- in person by dropping your refill forms in the mailbox outside the pharmacy, 
  - or by using Online Rx Refill at My HealtheVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)). Log on to the My HealtheVet website at [www.myhealth.va.gov](http://www.myhealth.va.gov). Click on 'My Care' and then click on 'My Prescriptions.' You must first register online with MyHealtheVet before you can use the online refill system. 
- c. We cannot dispense more than a 30-day supply of any **controlled substance** at one time.
  - d. A prescription is not valid after 1 year, regardless of the number of refills remaining. Prescriptions for **controlled substances** are not valid after 6 months, regardless of the number of refills remaining.
  - e. Narcotics cannot be refilled.
  - f. A new prescription cancels any previous prescription written for the same drug.
  - g. We can fill or refill, by mail, prescriptions written anywhere in the North Florida/South Georgia Veterans Health System (Gainesville, Lake City, Tallahassee, Jacksonville, Daytona Beach, Valdosta, Lecanto or Ocala).
  - h. For mailed prescriptions, please allow 7-10 days for delivery.